



NEWPORT NEWS, VA
CITY OF OPPORTUNITY

JOB DESCRIPTION IT ANALYST A HUMAN SERVICES

Human Resources Department
700 Town Center Drive, Suite 200
Newport News, VA 23606
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GENERAL STATEMENT OF RESPONSIBILITIES

Under general supervision, this position is responsible for coordinating and performing a variety of routine technical functions related to personal computer (PC) applications development and programming for the Department of Human Services. Reports to the Information Technology Administrator.

ESSENTIAL JOB FUNCTIONS

Performs routine installation and maintenance of personal computer and related equipment within the department; assists users in troubleshooting hardware and software problems; performs routine repairs and coordinates repair service with necessary outside entities.

Designs and writes standard operating procedures, user instructions, and security procedures that provide for limited and secured access to programs and data; and manages the user accounts for all city and state application systems.

Maintains hardware and software inventory, backup files and systems for personal computers and servers; assists city and state IT in developing methods and procedures for automated systems; gathers information and coordinates activities for preliminary studies for systems development; assists in researching and testing of new products and software; recommends the acquisition of additional, replacement and or upgraded PC systems; researches department operations, assesses and analyzes computer needs and recommends and implements streamlined manual and automated systems.

Performs and coordinates web content management for internal and external web site development and maintenance and provides training and technical assistance to departmental staff.

Performs other duties as assigned.

PERFORMANCE STANDARD

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

REQUIRED KNOWLEDGE

- Computer Hardware/Software – Knowledge of Windows O/S (2000, XP, Server 2000/2003), PCs, laptops, printers (laser / inkjet / barcode) and cabling systems. Knowledge of Microsoft Office (2000/2007) and related departmental software and programs.
- Internet/Intranet – Knowledge of HyperText Markup Language (HTML), Extensible Markup Language (XML), SharePoint and Cascading Style Sheets (CSS) to create and maintain Intranet and Internet sites.
- Computer Programming - Understanding of data processing principles and practices related to applications development and programming.

REQUIRED SKILLS

- Computer Skills – Utilizes a personal computer with word processing, spreadsheet, and related software to effectively complete a variety of administrative tasks with reasonable speed and accuracy.
- Judgment/Decision Making – Evaluating the best method of research and then exercising appropriate judgment in establishing priorities and resolving complex matters. Considers the relative costs and benefits of potential actions to choose the most appropriate one.

REQUIRED ABILITIES

- Communication – Ability to communicate complex and technical ideas and proposals effectively to diverse audiences to include preparing and conducting training, preparation of reports, and policies. Excellent ability to listen and understand information and ideas presented verbally and in writing.
- Technical – Ability to install, troubleshoot and repair software issues related to operating systems and applications.

EDUCATION AND EXPERIENCE

Requires a Bachelor's Degree in Computer Science, Information Systems or a related field with 1-2 years of related experience in applications development or an equivalent combination of education and experience. A Microsoft Certified Professional Certificate in any of the following areas is desirable: Windows, Linux, Visual Basic, Front Page, Microsoft Access, Word, Excel or PowerPoint.

ADDITIONAL REQUIREMENTS

An acceptable general background check to include a local and state criminal history check and sex offender registry check.

A valid driver's license with an acceptable driving record.

Individuals in this position cannot be listed as having a founded child abuse or neglect complaint.

In the event of a declared emergency in the City of Newport News, individuals in this position are required to work shelter duty and may be called on to perform duties as required to provide for the safety and care of the citizens of the community.

PHYSICAL REQUIREMENTS

- Requires the ability to exert light physical effort in sedentary to light work.
- Some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds).
- Tasks may involve extended periods of time at keyboard or work station.

SENSORY REQUIREMENTS

- Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.
- Some tasks require the ability to communicate orally.

ENVIRONMENTAL EXPOSURES

Essential functions are regularly performed without exposure to adverse environmental conditions.